Information Technology Specialist

EXAMINATION NO. 07-022

LAST NAME: _____ **FIRST NAME:** _____

SOCIAL SECURITY NUMBER: _____ -- _____ -- _____

STREET ADDRESS: _____

CITY: _____ **STATE:** _____ **ZIP:** _____

HOME PHONE: _____ **WORK PHONE:** _____

NOTE: Before completing this application, read the job summary and the requirements stated on the job announcement. If you do not meet these requirements, **DO NOT APPLY**.

This information will be used to determine your eligibility to compete, and will be evaluated in the examination process. Complete this supplemental application form carefully and entirely. Wherever specific information has been requested, it <u>MUST</u> be stated. Your answers to Section C must be printed in ink or typed on 8-1/2" x 11" sheets of paper and attached to this form. Questions not applicable to your particular qualifications should be marked "N/A" to indicate they have not been overlooked. **In each of your responses please indicate for which employer you performed these duties, your job title, and the length of time you performed these duties.** On each sheet of paper write your name, position title and examination number listed above.

Do <u>NOT</u> make statements such as "Refer to résumé or application." You may attach a résumé, but you still must complete all sections of this Supplemental Application Form in order to receive consideration.

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_____

Last Name   First   MI

Section A.

Have you graduated from an accredited college or university with a Bachelor's degree?

☐ Yes

☐ No

Course of study or major: _____

Section B.

Do you have at least three years of experience managing I.T. projects dealing with applications, web projects, telecommunications, networks, help desk and support centers, and/or case management systems?

☐ Yes

☐ No

Section C.
In each of your responses please indicate for which employer you performed these duties, your job title, and the length of time you performed these duties.

1.   Describe any experience you have managing outsourced IT services. If you do not have such experience, describe your experience managing IT projects through contractors, subcontractors, or subordinate staff. Did you work with a team as a team leader or team member?

2.   Describe your experience managing IT projects. Include the types (networks i.e. WAN, MAN, LAN, email, applications, web projects, help desk and support centers, case management and telecommunications) of the IT projects you have managed. Briefly describe your role and responsibilities in managing IT projects.

3.   Describe the most complex IT project you have completed. What was the scope (number of users and number of sites) and outcome of the project and your role in completing it. Did you manage the project from start to finish? What recommendations, if any, did you make and implement?

4.   Briefly describe how you ensured that service delivery levels and project timelines on IT projects were met. For each example include the length of time you performed these duties

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5.   Describe how you have defined user requirements and translated them into system specifications. For each example include the length of time you performed these duties.

6.   Describe your experience conducting and making presentations for project meetings.

        Who was your audience and what was the size?
        What types of presentations have you conducted?
        What type of follow-up meetings were conducted?

7.   Describe your experience developing project documentation and procedural guides. Include the types of documentation you have prepared. What project management and flowcharting software are you familiar with and what is your level of expertise?